Dell™ S1909WN Flat Panel Monitor User's Guide

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Notes, Notices, and Cautions

NOTE: A NOTE indicates important information that helps you make better use of your computer.

NOTICE: A NOTICE indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

CAUTION: A CAUTION indicates a potential for property damage, personal injury, or death.

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About Your Monitor

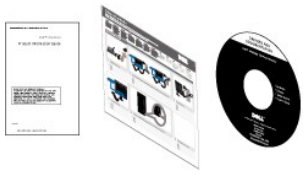
Dell™ S1909WN Flat Panel Monitor User's Guide

- Package Contents
- Product Features
- Identifying Parts and Controls
- Monitor Specifications
- Plug and Play Capability
- LCD Monitor Quality and Pixel Policy
- Maintenance Guidelines

Package Contents

Your monitor ships with the components shown below. Ensure that you have received all the components and contact Dell if something is missing.

NOTE: Some items may be optional and may not ship with your Monitor. Some features or media may not be available in certain countries.

	Monitor with stand
	Power Cable
	VGA Cable (attached to the monitor)
	*Drivers and Documentation* media *Quick Setup Guide* Safety Information

Product Features

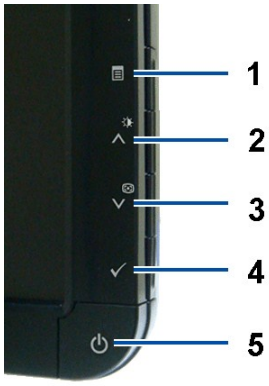
The **S1909WN** flat panel display has an active matrix, thin-film transistor (TFT), liquid crystal display (LCD). The monitor features include:

- 18.5-inch (469.9 mm) viewable area display.
- 1366x768 resolution, plus full-screen support for lower resolutions.
- Wide viewing angle to allow viewing from a sitting or standing position, or while moving from side-to-side.
- Tilt capability.
- Removable pedestal and Video Electronics Standards Association (VESA) 100 mm mounting holes for flexible mounting solutions.
- Plug and play capability if supported by your system.
- On-Screen Display (OSD) adjustments for ease of set-up and screen optimization.
- Software and documentation media which includes an information file (INF), Image color Matching File (ICM), and product documentation.
- Energy Saver feature for ENERGY STAR® compliance.
- Security lock slot.

Identifying Parts and Controls

Front View

Front View

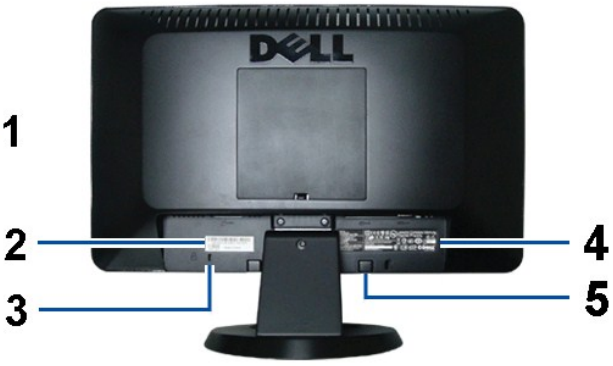


Front panel controls

Label	Description
1	Menu
2	Adjust up/Brightness & Contrast
3	Adjust down/Automatic adjust
4	Enter
5	Power (with power light indicator)

Back View

Back view



Back View with monitor stand

Label	Description	Use
1	VESA mounting holes (100mm) (Behind attached base plate)	To mount the monitor.
2	Barcode serial number label	To contact Dell for technical support.
3	Security lock slot	To help secure your monitor.
4	Regulatory rating label	Lists the regulatory approvals.
5	Dell Soundbar mounting brackets	To attach the optional Dell Soundbar.

Side View

Left view

Right view

Bottom View

Bottom view

Label	Description
1	AC power cord connector
2	VGA connector

Monitor Specifications

Flat Panel Specifications

Screen type	Active matrix - TFT LCD
Panel type	TN
Screen dimensions	18.5 inches (18.5-inch viewable image size)
Preset display area:	409.8(H)X230.4(V)
Horizontal	409.8 mm (16.13 inches)
Vertical	230.4 mm (9.07 inches)
Pixel pitch	0.3 mm
Viewing angle	160° (vertical) typical, 170° (horizontal) typical
Luminance output	300 CD/m²(typical)
Contrast ratio	1000 to 1 (typical)
Faceplate coating	Antiglare with hard-coating 3H
Backlight	CCFL (2) edgelight system
Response Time	5 ms typical
Color Depth	16.7 mil colors
Color Gamut	85%*

*[S1909WN] color gamut (typical) is based on CIE1976 (85%) and CIE1931 (72%) test standards.

Resolution Specifications

Horizontal scan range	30 kHz to 83 kHz (automatic)
Vertical scan range	56 Hz to 75 Hz (automatic)
Optimal preset resolution	1366 x 768 at 60 Hz
Highest preset resolution	1366 x 768 at 75 Hz

Supported Video Modes

Video display capabilities (Component playback)	480i/480p/576i/576p/720p/1080i/1080p

Preset Display Modes

Display Mode	Horizontal Frequency (kHz)	Vertical Frequency (Hz)	Pixel Clock (MHz)	Sync Polarity (Horizontal/Vertical)
VESA, 720 x 400	31.5	70.0	28.3	-/+
VESA, 640 x 480	31.5	60.0	25.2	-/-
VESA, 640 x 480	37.5	75.0	31.5	-/-
VESA, 800 x 600	37.9	60.3	40	+/+
VESA, 800 x 600	46.9	75.0	40	+/+
VESA, 1024 x 768	48.4	60.0	65.0	-/-
VESA, 1024 x 768	60.0	75.0	78.8	+/+
VESA, 1152 x 864	67.5	75.0	108.0	+/+
VESA, 1280 x 800	61.6	60.0	83.5	+/-
VESA, 1366 x 768	56.0	60.0	106.0	-/+

Electrical Specifications

Video input signals	Analog RGB, 0.7 Volts +/- 5%, positive polarity at 75 ohm input impedance
Synchronization input signals	Separate horizontal and vertical synchronizations, polarity-free TTL level, SOG (Composite SYNC on green)
AC input voltage/frequency/current	100 to 240 VAC/50 or 60 Hz ± 3 Hz/1.2A (Max.)
Inrush current	120 V: 30 A (Max.) 240 V: 60 A (Max.)

Physical Characteristics

Connector type	15-pin D-subminiature, blue connector
Signal cable type	Analog: Detachable, D-Sub, 15pins, shipped attached to the monitor
Dimensions (with stand)	
Height	344.53 mm (13.56 inches)
Width	453.75 mm (17.86 inches)
Depth	204.83 mm (8.06 inches)

Dimensions (without stand)	
Height	273.85 mm (10.78 inches)
Width	453.75 mm (17.86 inches)
Depth	57.57 mm (2.27 inches)
Stand dimensions	
Height	129.10 mm (5.08 inches)
Width	204.83 mm (8.06 inches)
Depth	204.83 mm (8.06 inches)
Weight	
Weight with packaging	5.33 kg (11.73 lbs)
Weight with stand assembly and cables	3.86 kg (8.50 lbs)
Weight without stand assembly (For wall mount or VESA mount considerations - no cables)	3.42 kg (7.52 lbs)
Weight of stand assembly	0.32 kg (0.71 lbs)

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Appendix

Dell™ S1909WN Flat Panel Monitor User's Guide

- Safety Instructions
- FCC Notice (U.S. Only) and Other Regulatory Information
- Contacting Dell

CAUTION: Safety Instructions

CAUTION: Use of controls, adjustments, or procedures other than those specified in this documentation may result in exposure to shock, electrical hazards, and/or mechanical hazards.

For information on safety instructions, see the *Product Information Guide*.

FCC Notices (U.S. Only) and Other Regulatory Information

For FCC notices and other regulatory information, see the regulatory compliance website located at www.dell.com\regulatory_compliance.

Contacting Dell

For customers in the United States, call 800-WWW-DELL (800-999-3355).

NOTE: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Visit **support.dell.com**.
2. Verify your country or region in the **Choose A Country/Region** drop-down menu at the bottom of the page.
3. Click **Contact Us** on the left side of the page.
4. Select the appropriate service or support link based on your need.
5. Choose the method of contacting Dell that is convenient for you.

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Setting Up Your Monitor

Dell™ S1909WN Flat Panel Monitor

If you have a Dell™ desktop or a Dell™ portable computer with internet access

1. Go to **http://support.dell.com,** enter your service tag, and download the latest driver for your graphics card.

2. After installing the drivers for your Graphics Adapter, attempt to set the resolution to **1366x768** again.

NOTE: If you are unable to set the resolution to 1366x768, please contact Dell™ to inquire about a Graphics Adapter that supports these resolutions.

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Setting Up Your Monitor

Dell™ S1909WN Flat Panel Monitor

If you have a non Dell™ desktop, portable computer, or graphics card

1. Right-click on the desktop and click **Personalize**.

2. Select the **Display Settings** tab.

3. Select **OK**.

4. Identify your graphics controller supplier from the description at the top of the window (e.g. NVIDIA, ATI, Intel etc.).

5. Refer to the graphic card provider website for updated driver (for example, http://www.ATI.com OR http://www.NVIDIA.com).

6. After installing the drivers for your Graphics Adapter, attempt to set the resolution to **1366x768** again.

NOTE: If you are unable to set the resolution to 1366x768, please contact the manufacturer of your computer or consider purchasing a graphics adapter that will support the video resolution of 1366x768.

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Operating the Monitor

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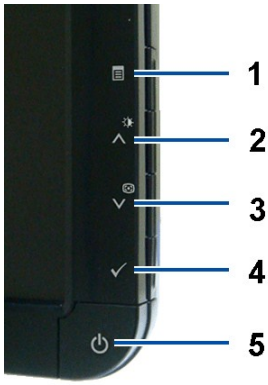
- Using the Front Panel Controls
- Using the On-Screen Display (OSD) Menu
- Setting the Optimal Resolution
- Using the Dell Soundbar (Optional)
- Using the Tilt

Using the Front Panel

Use the control buttons on the front of the monitor to adjust the characteristics of the image being displayed. As you use these buttons to adjust the controls, an OSD shows the numeric values of the characteristics as they change.



	Front panel Button	Description
1	**Menu**	Use the MENU button to launch the on-screen display (OSD) and select the OSD Menu. See Accessing the Menu System.
2	**Brightness&Contrast / Adjust UP**	Use this button to directly access the "Brightness/Contrast" menu or to increase the values of the selected menu option.
3	**Automatic Adjust / Adjust Down**	Use Auto Adjust to activate automatic setup/adjustment or to decrease the values of the selected menu option. The following dialog appears on a black screen as the monitor self-adjusts to the current input: Auto Adjustment In Progress..... Auto Adjustment allows the monitor to self-adjust to the incoming video signal. After using Auto Adjustment, you can further tune your monitor by using the Pixel Clock (Coarse) and Phase (Fine) controls under Image Settings. **NOTE**: Auto Adjust does not occur if you press the button while there are no active video input signals or attached cables.
4	**Enter**	Use this button to enter next step of what item you selected.
5	**Power (with power light indicator)**	Use the Power button to turn the monitor on and off. The White LED indicates the monitor is on and fully functional. An amber LED indicates DPMS power save mode.

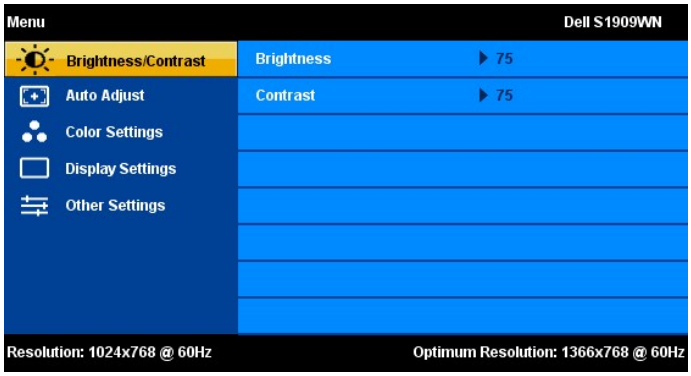
Using the On-Screen Display (OSD) Menu

Accessing the Menu System

NOTE: If you change the settings and then either proceed to another menu or exit the OSD menu, the monitor automatically saves those changes. The changes are also saved if you change the settings and then wait for the OSD menu to disappear.

1. Push the Menu button to launch the OSD menu and display the main menu.

Main Menu for Analog (VGA) Input



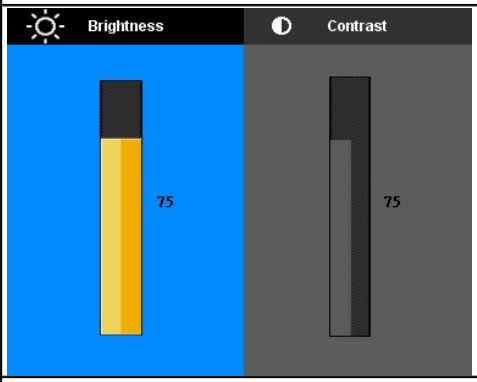
2. Push the ^ and v buttons to move between the setting options. As you move from one icon to another, the option name is highlighted. See the following table for a complete list of all the options available for the monitor.

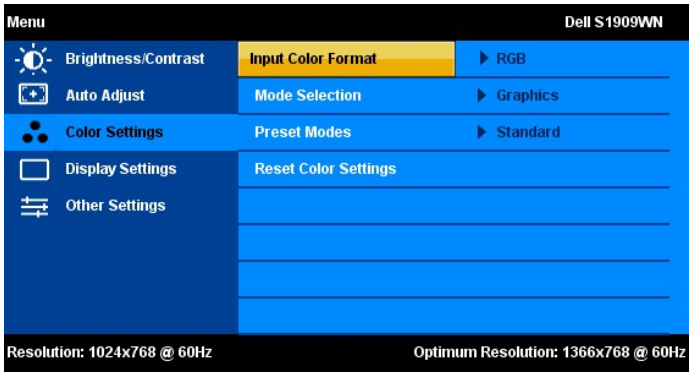
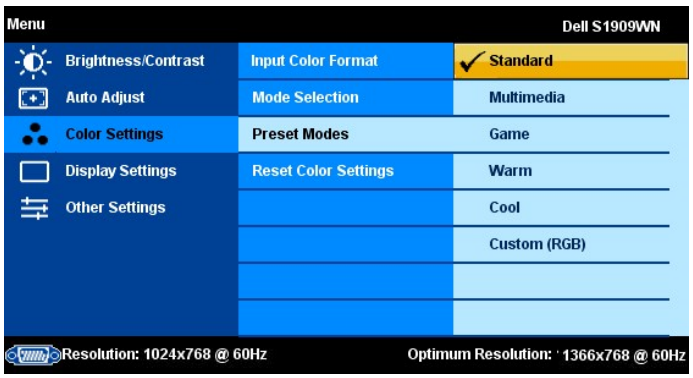
3. Push the button once to activate the highlighted option.

4. Push ^ and v button to select the desired parameter.

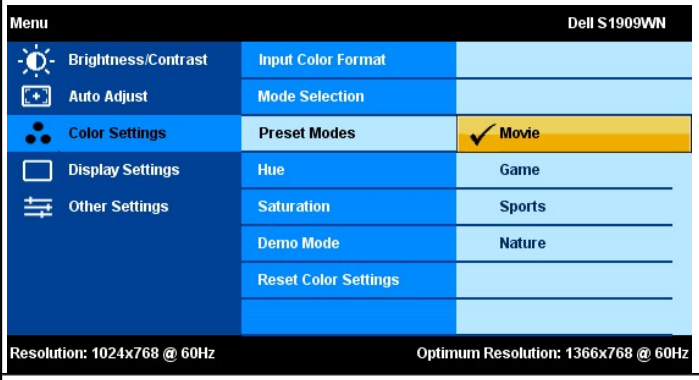
5. Push MENU to enter the slide bar and then use the ^ and v buttons, according to the indicators on the menu, to make your changes.

6. Select the "Menu/Exit" option to return to the main menu or exit the OSD menu.

Icon	Menu and Submenus	Description
	Brightness/Contrast	Use this menu to activate Brightness/Contrast adjustment.
		
	Brightness	Brightness adjusts the luminance of the backlight. Push the ^ button to increase brightness and push the v button to decrease brightness (min 0 ~ max 100).

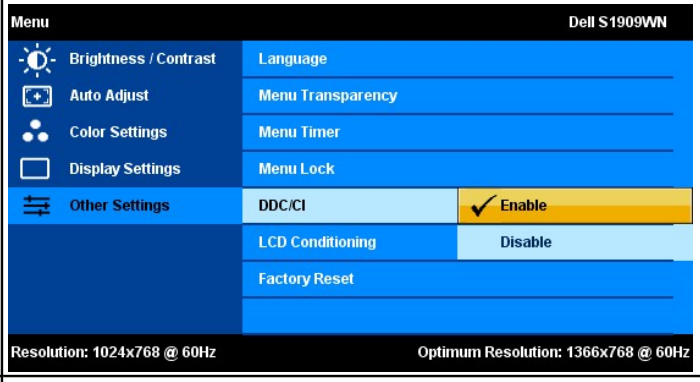
	Contrast	Adjust Brightness first, and then adjust Contrast only if further adjustment is necessary. Push the ^ button to increase contrast and push the v button to decrease contrast (min 0 ~ max 100). The Contrast function adjusts the degree of difference between darkness and lightness on the monitor screen.
	Auto Adjust	Even though your computer recognizes your monitor on startup, the Auto Adjustment function optimizes the display settings for use with your particular setup. **NOTE:** In most cases, Auto Adjust produces the best image for your configuration.
	Color Settings	Use the Color Settings to adjust the color setting mode and color temperature. There are different color setting sub-menus for VGA and Video input. 
	Input Color Format	Choose the RGB option if monitor is connected to a PC or a DVD using a VGA cable. Choose the YPbPr option if monitor is connected a DVD by a YPbPr to VGA cable or if the DVD color output setting is not RGB.
	Mode Selection	You can choose Graphics or Video according to the input signal. Select Graphics if connecting a PC to your monitor; for connecting DVD, STB or VCR to your monitor, Video is recommended.
	Preset Modes	When you select Graphics, you can choose Standard, Multimedia, Game, Warm, Cool, or Custom (RGB); - Choose "Standard" to utilize the panel native color format; - If you view media application like photo, clip etc via PC, choose "Multimedia" preset; - If you play a game in PC, choose "Gaming" preset; - If you prefer a lower color temperature (5700K), choose "Warm" preset; - If you prefer a higher color temperature, choose "Cool" preset; - Custom (RGB) Preset offers a range of 6500K colors; - Select Warm preset for a reddish tint. This color setting is used for color-intensive applications (photograph image editing, multimedia, movies, etc.) - Select Cool preset for a bluish tint. This color setting is used for text based applications (spreadsheets, programming, text editors, etc.) - Select Custom preset to increase or decrease each of the three colors (RGB) independently, in single digit increments, from 0 100.  When you select Video, you can choose Movie, Game, Sports, or Nature preset: - For playing a movie, choose "Movie" preset;

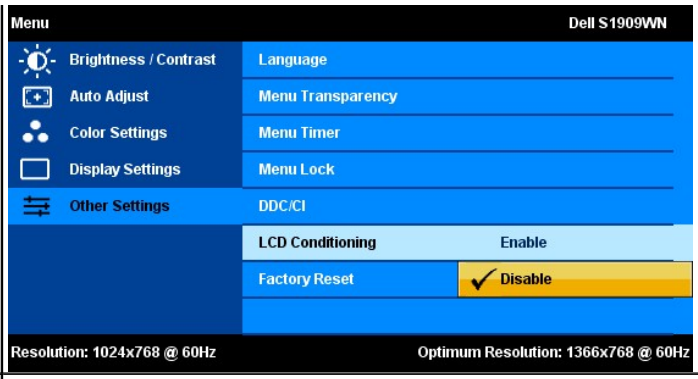
- For playing a sport program, choose "Sports" preset;
- For playing a game, choose "Game" preset;
- For general picture or web or watch TV, choose Nature preset. You can adjust the Hue(Tint)/Saturation based on your preference. If you want to restore default color settings, choose Color Reset;
- Select Color Reset preset to restore default (factory) Color settings. This setting is also the "sRGB" standard default color space.



Hue	This feature can shift color of video image to green or purple. This is used to adjust the desired flesh tone color. Use ^ or v to adjust the hue from '0' to '100' . Push ^ to increase the green shade of the video image Push v to decrease the purple shade of the video image **NOTE:** Hue adjustment is available only for video input.
Saturation	This feature can adjust the color saturation of the video image. Use ^ or v to adjust the saturation from '0' to '100'. Push ^ to increase the monochrome appearance of the video image Push v to decrease the colorful appearance of the video image **NOTE:** Saturation adjustment is available only for video input.
Demo Mode	Vertically splits the screen into two segments. The left half of the screen in the normal mode and the right half of the screen is displayed in the color enhanced mode.
Reset Color Settings	Reset your monitor color settings to the factory settings.
Display Settings	Use the Display Settings to adjust image.

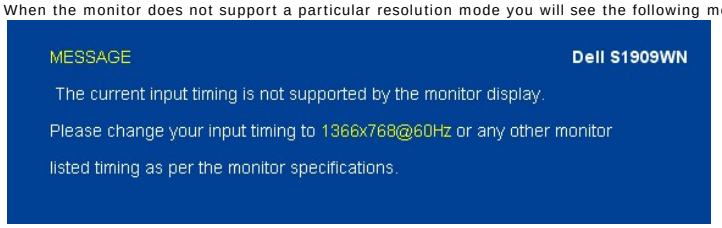
Horizontal Position	Use the ^ or v buttons to adjust image left and right. Minimum is '0' (-). Maximum is '100' (+).
Vertical Position	Use the ^ or v buttons to adjust image up and down. Minimum is '0' (-). Maximum is '100' (+).
Sharpness	This feature can make the image look sharper or softer. Use ^ or v to adjust the sharpness from '0' to '100'.
Pixel Clock	The Phase and Pixel Clock adjustments allow you to adjust your monitor to your preference. These settings are accessed through t main OSD menu, by selecting 'Image Settings'. Use the ^ or v buttons to adjust for best image quality.

	Phase	If satisfactory results are not obtained using the Phase adjustment, use the Pixel Clock (coarse) adjustment and then use Phase (fine), again. **NOTE:** Pixel Clock and Phase Adjustments are only available for "VGA" input.
	Reset Display Settings	Select this option to restore default display settings.
	Other Settings	Select this option to adjust the settings of the OSD, such as, the languages of the OSD, the amount of time the menu remains on screen, and so on.
	Language	Language option to set the OSD display to one of seven languages (English, Espanol, Francais, Deutsch and Japanese).
	Menu Transparency	Select this option to change the menu transparency by pressing ^ or v (Minimum: 0 ~ Maximum: 100).
	Menu Timer	OSD Hold Time: Sets the length of time the OSD will remain active after the last time you pressed a button. Use the ^ or v buttons to adjust the slider in 5 second increments, from 5 to 60 seconds.
	Menu Lock	Controls user access to adjustments. When 'Lock' is selected, no user adjustments are allowed. All buttons are locked except the button. **NOTE:** When the OSD is locked, pressing the menu button takes the user directly to the OSD settings menu, with OSD Lock selected. Select "Unlock" to unlock and allow user access to all applicable settings.
	DDC/CI	DDC/CI (Display Data Channel/Command Interface) allows your monitor parameters (brightness, color balance etc) to be adjustable via software on your PC. You can disable this feature by selecting "Disable". Enable this feature for best user experience and optimum performance of your monitor. 
	LCD Conditioning	Helps reduce minor cases of image retention. Depending on the degree of image retention, the program may take some time to run. You can enable this feature by selecting "Enable".

		
	Factory Reset	Reset all OSD settings to the factory preset values.

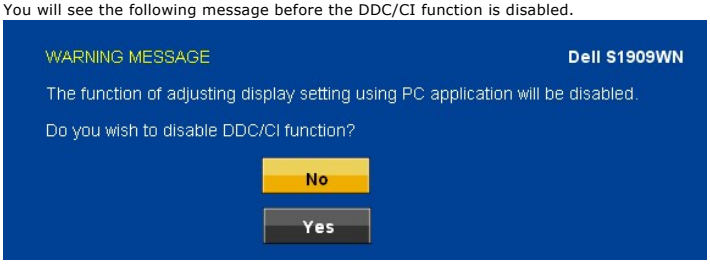
OSD Warning Messages

When the monitor does not support a particular resolution mode you will see the following message:



This means that the monitor cannot synchronize with the signal that it is receiving from the computer. See Monitor Specifications for the Horizontal and Vertical frequency ranges addressable by this monitor. Recommended mode is 1366 x 768.

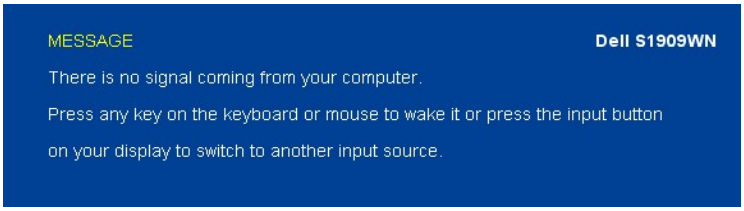
You will see the following message before the DDC/CI function is disabled.



When monitor enters Power Save mode, the following message appears:

Activate the computer and wake up the monitor to gain access to the OSD

If you press any button other than the power button one of the following messages will appear :



If VGA cables are not connected, a floating dialog box as shown below appears.

See Solving Problems for more information.

Setting the Optimal Resolution

To set the optimal resolution for the monitor:

1. Right-click on the desktop and select **Personalize**.
2. Select the **Display Settings** tab.
3. Set the screen resolution to 1366 x 768.
4. Click **OK**.

If you do not see 1366 x 768 as an option, you may need to update your graphics driver. Depending on your computer, complete one of the following procedures:

- If you have a Dell desktop or portable computer:
  - Go to **support.dell.com**, enter your service tag, and download the latest driver for your graphics card.
- If you are using a non-Dell computer (portable or desktop):
  - Go to the support site for your computer and download the latest graphic drivers.
  - Go to your graphics card website and download the latest graphic drivers.

Using the Dell Soundbar (Optional)

The Dell Soundbar is a stereo two channel system adaptable to mount on Dell Flat Panel Displays. The Soundbar has a rotary volume and on/off control to adjust the overall system level, a blue LED for power indication, and two audio headset jacks.

1. Power/volume control
2. Power indicator
3. Headphone connectors

Using the Tilt

Tilt

With the built-in pedestal, you can tilt the monitor for the most comfortable viewing angle.

NOTE: The base is detached when the monitor is shipped from the factory.

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Setting Up Your Monitor

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Setting the display resolution to 1366x768 (Optimal)

For optimal display performance while using the Microsoft Windows operating systems, set the display resolution to 1366x768 pixels by performing the following steps:

1. Right-click on the desktop and click **Personalize**.

2. Select the **Display Settings** tab.

3. Move the slider-bar to the right by pressing and holding left-mouse button and adjust the screen resolution to **1366x768**.

4. Click **OK**.

If you do not see **1366x768** as an option, you may need to update your graphics driver. Please choose the scenario below that best describes the computer system you are using, and follow the provided directions:

1: If you have a Dell™ desktop or a Dell™ portable computer with internet access.

2: If you have a non Dell™ desktop, portable computer, or graphics card.

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User Guide

Setting the display resolution to 1366x768(Optimal)

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- Attaching the Base
- Connecting the Monitor
- Attaching the Soundbar (optional)
- Removing the Base

Attaching the Base

NOTE: The base is detached when the monitor is shipped from the factory.

After placing the monitor panel on soft cloth or cushion, complete the following steps to attach the base.

1. Place the monitor on a stable flat table.
2. Fit the groove on the base onto the riser of the monitor.
3. Push the hook to lock the stand base.

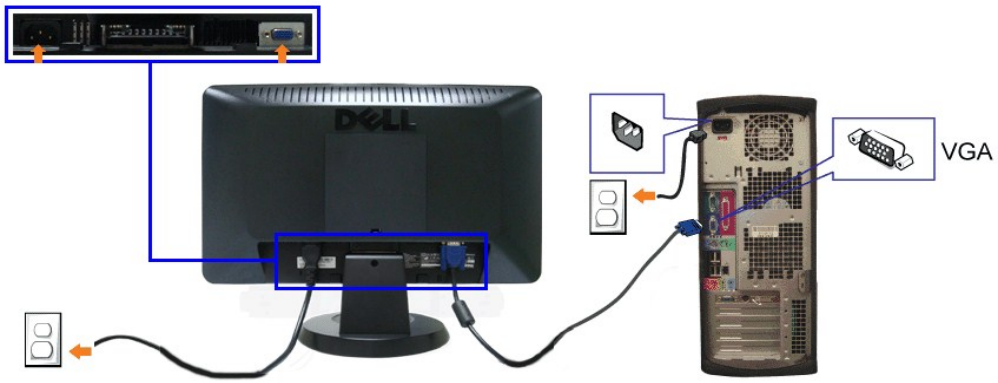
Connecting Your Monitor

CAUTION: Before you begin any of the procedures in this section, follow the Safety Instructions.

To connect your monitor to the computer:

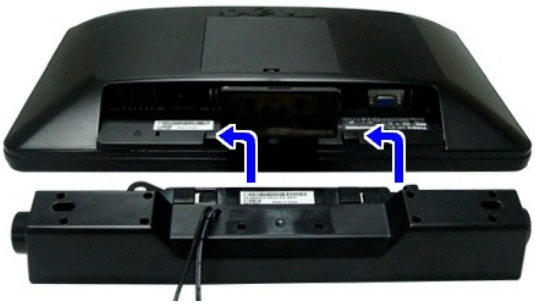
1. Turn off your computer and disconnect the power cable.
2. Connect the blue (analog VGA) display connector cable to the corresponding video port on the back of your computer.

Connecting the blue VGA cable



CAUTION: The Graphics are used for the purpose of illustration only. Appearance of the computer may vary.

Attaching the Dell Soundbar

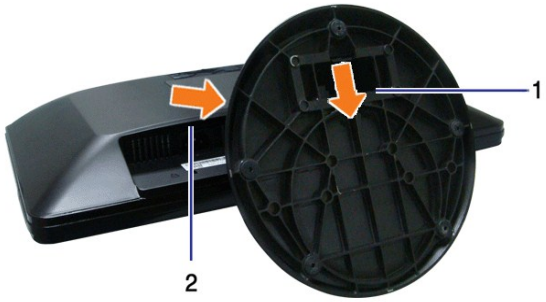


NOTICE: Do not use with any device other than Dell Soundbar.

1. Working from the rear of the monitor, attach the Soundbar aligning the two slots with the two tabs along the bottom rear of the monitor.
2. Slide the Soundbar to the left until it snaps into place.
3. Connect the soundbar with the power brick.
4. Plug the power cable of the brick to a nearby power outlet.
5. Insert the lime-green mini stereo plug from the rear of the Soundbar into the computer's audio output jack.

Removing the Base

NOTE: To prevent scratches on the LCD screen while removing the base, ensure that the monitor is placed on a clean surface.



After placing the monitor panel on soft cloth or cushion, complete the following steps to remove the base.

1. Press the hook to loosen the base from the riser.
2. Detach the base away from the monitor hinge.

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Troubleshooting

Dell™ S1909WN Flat Panel Monitor

- Self-Test
- Common Problems
- Product Specific Problems
- Dell Soundbar Problems

⚠ **CAUTION:** Before you begin any of the procedures in this section, follow the Safety Instructions.

Self-Test

Your monitor provides a self-test feature that allows you to check whether your monitor is functioning properly. If your monitor and computer are properly connected but the monitor screen remains dark, run the monitor self-test by performing the following steps:

1. Turn off both your computer and the monitor.
2. Unplug the video cable from the back of the computer. To ensure proper Self-Test operation, remove the Analog (blue connector) cables from the back of computer.
3. Turn on the monitor.

The floating dialog box should appear on-screen (against a black background) if the monitor cannot sense a video signal and is working correctly. While in self-test mode, the power LED remains white. Also, depending upon the selected input, one of the dialogs shown below will continuously scroll through the screen.

4. This box also appears during normal system operation, if the video cable becomes disconnected or damaged.
5. Turn off your monitor and reconnect the video cable; then turn on both your computer and the monitor.

If your monitor screen remains blank after you use the previous procedure, check your video controller and computer, because your monitor is functioning properly.

NOTE: Self test feature check is not available for S-Video, Composite, and Component video modes.

Built-in Diagnostics

Your monitor has a built-in diagnostic tool that helps you determine if the screen abnormality you are experiencing is an inherent problem with your monitor, or with your computer and video card.

NOTE: You can run the built-in diagnostics only when the video cable is unplugged and the monitor is in *self-test mode*.

To run the built-in diagnostics:

1. Ensure that the screen is clean (no dust particles on the surface of the screen).
2. Unplug the video cable(s) from the back of the computer or monitor. The monitor then goes into the self-test mode.
3. Press and hold the menu and ^ buttons on the front panel, simultaneously for 2 seconds. A gray screen appears.
4. Carefully inspect the screen for abnormalities.
5. Press the ^ button on the front panel again. The color of the screen changes to red.
6. Inspect the display for any abnormalities.
7. Repeat steps 5 and 6 to inspect the display in green, blue, and white colored screens.

The test is complete when the white screen appears. To exit, press the ^ button again.

If you do not detect any screen abnormalities upon using the built-in diagnostic tool, the monitor is functioning properly. Check the video card and computer.

Common Problems

The following table contains general information about common monitor problems you might encounter and the possible solutions.

Common Symptoms	What You Experience	Possible Solutions
No Video/Power LED off	No picture	ı Ensure that the video cable connecting the monitor and the computer is properly connected and secure. ı Verify that the power outlet is functioning properly using any other electrical equipment. ı Ensure that the power button is depressed fully.
No Video/Power LED on	No picture or no brightness	ı Increase brightness & contrast controls via OSD. ı Perform monitor self-test feature check. ı Check for bent or broken pins in the video cable connector. ı Run the built-in diagnostics.
Poor Focus	Picture is fuzzy, blurry, or ghosting	ı Perform Auto Adjust via OSD. ı Adjust the Phase and Pixel Clock controls via OSD. ı Eliminate video extension cables. ı Reset the monitor to Factory Settings. ı Change the video resolution to the correct aspect ration (16:9).
Shaky/Jittery Video	Wavy picture or fine movement	ı Perform Auto Adjust via OSD. ı Adjust the Phase and Pixel Clock controls via OSD. ı Reset the monitor to Factory Settings. ı Check environmental factors. ı Relocate the monitor and test in another room.
Missing Pixels	LCD screen has spots	ı Cycle power on-off. ı Pixel that is permanently off is a natural defect that can occur in LCD technology. ı Run the built-in diagnostics.
Stuck-on Pixels	LCD screen has bright spots	ı Cycle power on-off. ı Pixel that is permanently off is a natural defect that can occur in LCD technology. ı Run the built-in diagnostics.
Brightness Problems	Picture too dim or too bright	ı Reset the monitor to Factory Settings. ı Auto Adjust via OSD. ı Adjust brightness & contrast controls via OSD.
Geometric Distortion	Screen not centered correctly	ı Reset the monitor to Factory Settings. ı Auto Adjust via OSD. ı Adjust brightness & contrast controls via OSD.
Horizontal/Vertical Lines	Screen has one or more lines	ı Reset the monitor to Factory Settings. ı Perform Auto Adjust via OSD. ı Adjust Phase and Pixel Clock controls via OSD. ı Perform monitor self-test feature check and determine if these lines are also in self-test mode. ı Check for bent or broken pins in the video cable connector. ı Run the built-in diagnostics.
Synchronization Problems	Screen is scrambled or appears torn	ı Reset the monitor to Factory Settings. ı Perform Auto Adjust via OSD. ı Adjust Phase and Pixel Clock controls via OSD. ı Perform monitor self-test feature check to determine if the scrambled screen appears in self-test mode. ı Check for bent or broken pins in the video cable connector. ı Restart the computer in the *safe mode*.
Safety Related Issues	Visible signs of smoke or sparks	ı Do not perform any troubleshooting steps. ı Contact Dell immediately.
Intermittent Problems	Monitor malfunctions on & off	ı Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. ı Reset the monitor to Factory Settings. ı Perform monitor self-test feature check to determine if the intermittent problem occurs in self-test mode.
Missing Color	Picture missing color	ı Perform monitor self-test feature check. ı Ensure that the video cable connecting the monitor to the computer is connected properly and is secure. ı Check for bent or broken pins in the video cable connector.
Wrong Color	Picture color not good	ı Change the Color Setting Mode in the Color Settings OSD to Graphics or Video depending on the application. ı Try different Color Preset Settings in Color Settings OSD. Adjust R/G/B value in Color Settings OSD if the Color Management is turned off. ı Change the Input Color Format to PC RGB or YPbPr in the Advance Setting OSD. ı Run the built-in diagnostics.
Image retention from a static image left on the monitor for a long period of time	Faint shadow from the static image displayed appears on the screen	ı Use the Power Management feature to turn off the monitor at all times when not in use (for more information, see Power Management Modes). ı Alternatively, use a dynamically changing screensaver.

Product Specific Problems

Specific Symptoms	What You Experience	Possible Solutions
Screen image is too small	Image is centered on screen,	ı Check the Scaling Ratio setting in Image Setting OSD

	but does not fill entire viewing area	• Reset the monitor to Factory Settings.
Cannot adjust the monitor with the buttons on the front panel	OSD does not appear on the screen	• Turn off the monitor, unplug the power cord, plug back, and then turn on the monitor.
No Input Signal when user controls are pressed	No picture, the LED light is white. When you press "+", "-" or "Menu" key, the message "No VGA input signal" appears	• Check the signal source. Ensure the Computer is not in the power saving mode by moving the mouse or pressing any key on the keyboard. • Check to make sure Video Source VGA is powered and playing video media. • Check whether the signal cable is plugged in properly. Re-plug the signal cable if necessary. • Reset the computer or video player.
The picture does not fill the entire screen.	The picture cannot fill the height or width of the screen	• Due to different video formats (aspect ratio) of DVDs, the monitor may display in full screen. • Run the built-in diagnostics.

Dell™ Soundbar Problems

Common Symptoms	What You Experience	Possible Solutions
No Sound	No power to Soundbar - the power indicator is off	• Turn the Power/Volume knob on the Soundbar clockwise to the middle position; check if the power indicator (white LED) on the front of the Soundbar is illuminated. • Confirm that the power cable from the Soundbar is plugged into the adaptor.
No Sound	Soundbar has power - power indicator is on	• Plug the audio line-in cable into the computer's audio out jack. • Set all Windows volume controls to their maximum • Play some audio content on the computer (i.e. audio CD, or MP3). • Turn the Power/Volume knob on the Soundbar clockwise to a higher volume setting. • Clean and reseat the audio line-in plug. • Test the Soundbar using another audio source (i.e.portable CD player).
Distorted Sound	Computer's sound card is used as the audio source	• Clear any obstructions between the Soundbar and the user. • Confirm that the audio line-in plug is completely inserted into the jack of the sound card. • Set all Windows volume controls to their midpoints. • Decrease the volume of the audio application. • Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting. • Clean and reseat the audio line-in plug. • Troubleshoot the computer's sound card. • Test the Soundbar using another audio source (i.e. portable CD player, MP3 player).
Distorted Sound	Other audio source is used	• Clear any obstructions between the Soundbar and the user. • Confirm that the audio line-in plug is completely inserted into the jack of the audio source. • Decrease the volume of the audio source. • Turn the Power/Volume knob on the Soundbar counter-clockwise to a lower volume setting. • Clean and reseat the audio line-in plug.
Unbalanced Sound Output	Sound from only one side of Soundbar	• Clear any obstructions between the Soundbar and the user. • Confirm that the audio line-in plug is completely inserted into the jack of the sound card or audio source. • Set all Windows audio balance controls (L-R) to their midpoints. • Clean and reseat the audio line-in plug. • Troubleshoot the computer's sound card. • Test the Soundbar using another audio source (i.e. portable CD player).
Low Volume	Volume is too low	• Clear any obstructions between the Soundbar and the user. • Turn the Power/Volume knob on the Soundbar clockwise to the maximum volume setting. • Set all Windows volume controls to their maximum. • Increase the volume of the audio application. • Test the Soundbar using another audio source (i.e. portable CD player, MP3 player).

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